

# *Tynisa Toran*

Indianapolis, IN  
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## **PROFILE**

A patient, helpful, team player, positive attitude. Working in the retail field. I have mastered helping everyone that comes my way or at least trying to guide them in the right direction. I am someone that comes to work to get the job done with a positive attitude. So far with every job, I have learned something, I can take to the next team I join.

## **EXPERIENCE**

Community Health Network, Indianapolis, IN September 2013-April 2015

### **Neil Technician**

- Ensured great customer service, improved sales by 50 percent
- Due to great customer service, I was able to maintain client retention
- Responsible for ordering supplies

CTB McGraw Hill, Indianapolis, IN November 2014-March 2015

### **Operations**

- Responsible for scanning I-Step documents
- Responsible for the input of missing document information
- Responsible for data entry
- Responsible for quality assurance

Einstein Bagels, Indianapolis, IN February 2014-February 2015

### **Shift Manager**

- Greeting and Interacting with customers everyday
- Assist in the interviewing process
- Responsible for preparing the staff schedules
- Keeping the inventory updated
- Opened and closed the store, and made the evening deposit
- Prepared food

Self Employed, Indianapolis, IN July 2012 – February 2014

### **Neil Technician**

- Delivered great customer service
- Responsible for marketing and promoting the brand
- Making sure the environment is safe and clean to customers
- Handled cash/credit transactions on a daily bases

Eye Works, Indianapolis, IN February 2012 – July 2012

### **Administrative Assistant**

- Answered multiple phone lines, scheduled appointments, prepared and filed charts
- Authorized vision plans and collected co-pays

## EDUCATION

Vincennes University

### Dental Assisting

February 2022 – June 2022

Limited Dental Radiographer Licensed by the Indiana state Department of Health (pending)

Dental Assisting National Board (DANB) Radiology Health and Safety Examination (pending)

- Clinical and administrative instruction on dental office and legal aspects of dentistry and dental assisting
- Knowledgeable about state dental practices policies and guidelines
- Foundational understanding of oral anatomy, dental procedures, dental equipment, operation, and maintenance; tooth structure-primary and permanent teeth, oral cavity and related structures,
- Skills in proper patient positioning, dental hand-pieces, and dental burns, dental anesthesia, maintaining sterility and asepsis, and observations in local dental office.

### Soft Skills:

- Effective Communication
- Professionalism
- Promoting Team Work and Collaboration
- Thinking Critically and Solving Problems

WIN Career Readiness – Essential Soft Skills Certification

2022

### Industry Skills:

- CPR American Heart Association 2022
- First Aid American Heart Association 2022

### Achievements

Alumni, for CLD (Center for Leadership Development)

Made National Honor Roll

1999-2003

21<sup>st</sup> Century scholar

References available upon request.